Building on the NAO Census of Independent Hospices

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Two Cheers for the Census !

- Acknowledges the importance of Hospice care
- Provides data which NHS understands
- Used locally to support business case
- NHS Income 2006-07 = 26% costs
- NHS Income 2009-10 = 43% costs

Some words of Caution

- Measurement needs to be fit for purpose and is not a neutral activity
- What is measured will be prioritised.
- Many of the measures concern volume, throughput and occupancy
- However Hospice model of care is based upon time spent with patient and flexibility of response
- Measures should promote the EOL strategy based as it is on a “good death” and home care

Measures Fit for Purpose

- Home care (support provided not just contacts)
- Telephone advice
- Day interventions not just day places
- Admissions: number and weekly distribution
- "A Good Death"
- Not just location but quality of support
- *"How people die remains in the memory of those who live on" Dame Cicely Saunders*
- Need system of weighted, family feedback on service and experience